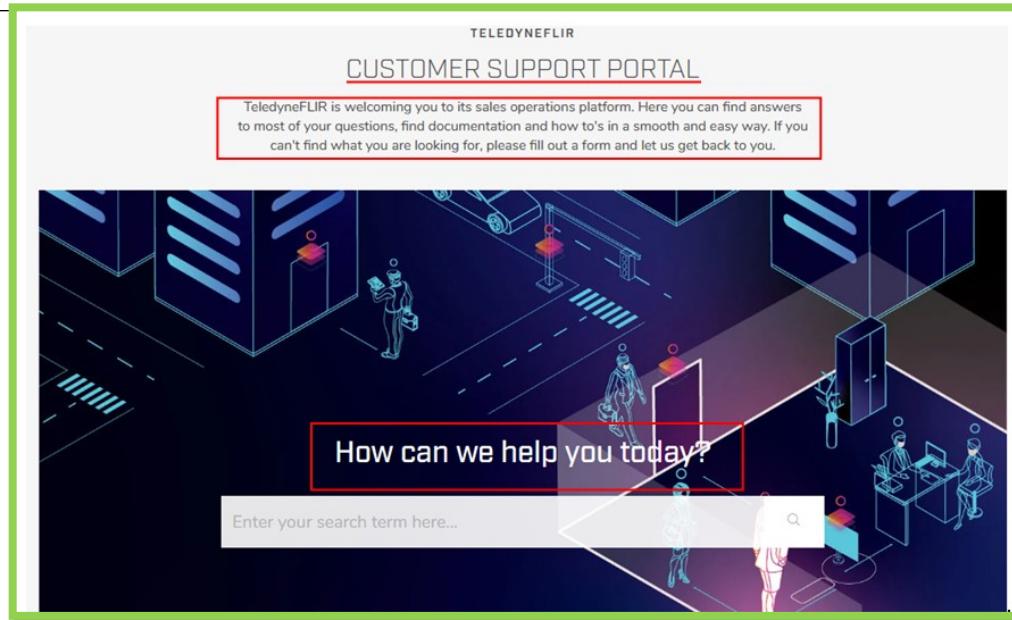


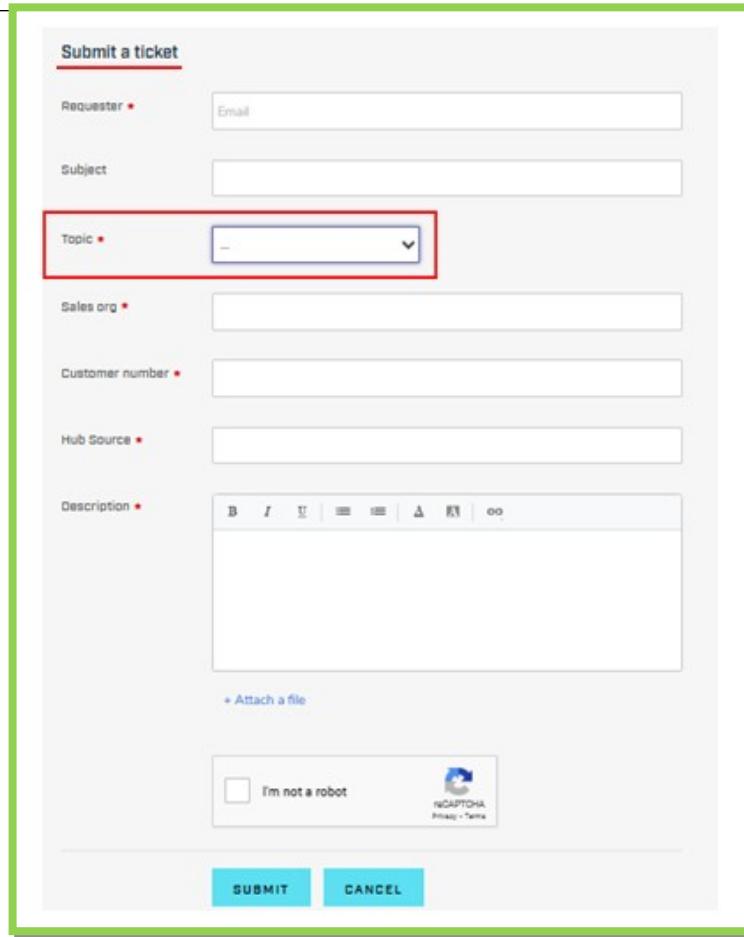
Exhibit 9

Infringement Claim Chart for U.S. Pat. No. US7269253B1 v. FLIR ("Defendant")

Claim 10	Evidence
10. A communication s method comprising:	<p>The FLIR Customer Service performs a method for communicating in a communication network.</p> <p>For Example, FLIR Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div style="border: 2px solid green; padding: 10px; text-align: center;"> <p>FLIR Service & Support</p> <p><u>Technical Support</u></p> <p><small>The FLIR Technical Support Center portal will help you as a FLIR customer to get the most out of your FLIR products. The portal gives you access to our support team, software and documentation, service contacts, etc.</small></p> <p>FLIR Knowledgebase (FAQ)</p> <p><small>Search the open FLIR Knowledgebase or ask a question to our support team (requires a simple registration).</small></p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid red; padding: 5px; width: 45%;"> <p>Contact Thermal Camera Support</p> <p><small>Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4</small></p> <p><small>The FLIR expert service team provides quality warranty and non-warranty repair. Find your local service representative.</small></p> </div> <div style="border: 1px solid red; padding: 5px; width: 45%;"> <p>Contact Test & Measurement Support</p> <p><small>Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4</small></p> </div> </div> </div> <p>Source: Service and Support Teledyne FLIR</p>



Source: [Support : GSO Customer support central \(flir.com\)](http://Support : GSO Customer support central (flir.com))

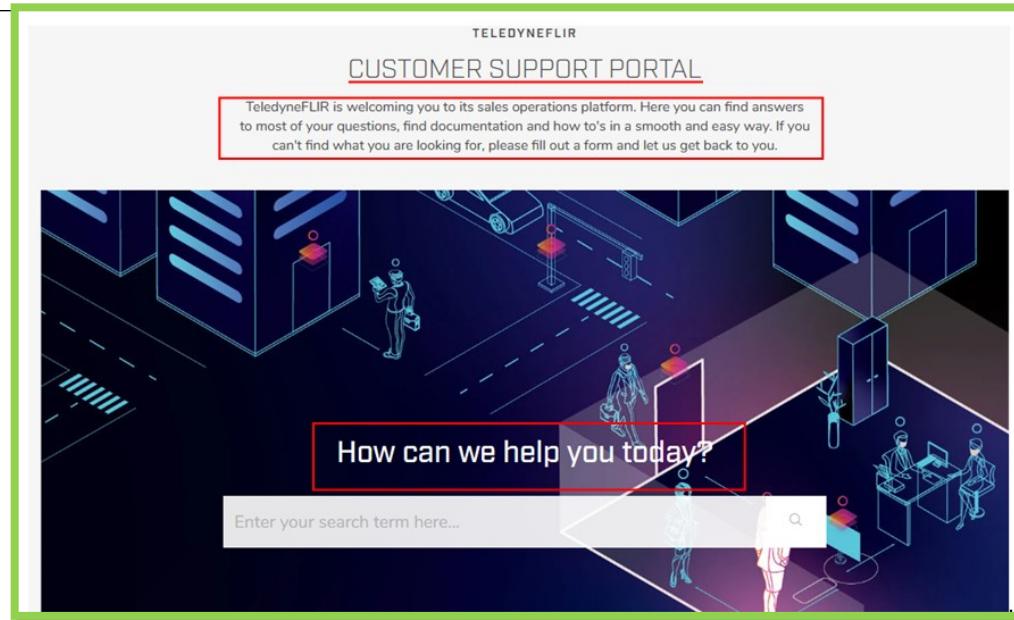


The screenshot shows a 'Submit a ticket' form. The 'Topic' field is highlighted with a red box. The form includes fields for Requester, Subject, Sales org, Customer number, Hub Source, and a large Description area with a rich text editor. There is also an 'Attach a file' button, a reCAPTCHA verification, and a CAPTCHA section. The form ends with 'SUBMIT' and 'CANCEL' buttons.

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

(a) receiving a plurality of communications , each having	The Teledyne FLIR Customer Service receives a plurality of communications, each having associated classification information. For example, Teledyne FLIR Customer Service receives calls from multiple callers. For
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associated classification information;	each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices via keypad entry. The responses are used to classify the call.  A screenshot of the FLIR Service & Support website. The page has a white background with a green border around the main content area. At the top, the text "FLIR Service & Support" is displayed in a large, bold, black font. Below it, the text "Technical Support" is in a smaller, bold, black font. Under "Technical Support", there is a sub-section titled "FLIR Knowledgebase (FAQ)" in bold. Below this, the text "Search the open FLIR Knowledgebase or ask a question to our support team (requires a simple registration)." is displayed. To the left of the "FLIR Knowledgebase" section, there is a box titled "Contact Thermal Camera Support" with the text "Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4" and "The FLIR expert service team provides quality warranty and non-warranty repair. Find your local service representative. ". To the right of the "FLIR Knowledgebase" section, there is a box titled "Contact Test & Measurement Support" with the text "Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4". Source: Service and Support Teledyne FLIR
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Source: [Support : GSO Customer support central \(flir.com\)](http://Support : GSO Customer support central (flir.com))

Submit a ticket

Requester *

Subject

Topic *

Sales org *

Customer number *

Hub Source *

Description *

+ Attach a file

I'm not a robot  reCAPTCHA
Privacy - Terms

SUBMIT **CANCEL**

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

	<h2>Objective</h2> <p>Teledyne CARIS Customer Services defined its mandate, to respond to a customer's technical enquiries online, by e-mail or telephone by no later than the next Teledyne CARIS business day. In order to ease access for our customers to log and review technical enquiries, Teledyne CARIS maintains an online Service Desk, providing the customer with the ability to:</p> <ul style="list-style-type: none">• submit, review, update, and close their own, and their company's, Service Requests online at any time;• communicate interactively with our Customer Service Advisors (CSAs) via the Service Desk and by means of commenting online as well as subsequent system-generated e-mails; and• access all information (e.g., files, communications, etc.) related to their Service Requests as well as access to the Knowledge Base in one central location.
(b) storing information representing characteristics of at least three potential targets; and	<p>Source: service desk tutorial Teledyne Geospatial (teledynecaris.com)</p> <p>The Teledyne FLIR Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.</p> <p>For example, Teledyne FLIR Customer Service stores information about the skill set possessed by agents who are potential targets of the call. Teledyne FLIR employs numerous agents, at least three of which possess the skill set required by the call.</p>

FLIR Service & Support

Technical Support

The FLIR Technical Support Center portal will help you as a FLIR customer to get the most out of your FLIR products. The portal gives you access to our support team, software and documentation, service contacts, etc.

FLIR Knowledgebase (FAQ)

Search the open FLIR Knowledgebase or ask a question to our support team (requires a simple registration).

Contact Thermal Camera Support

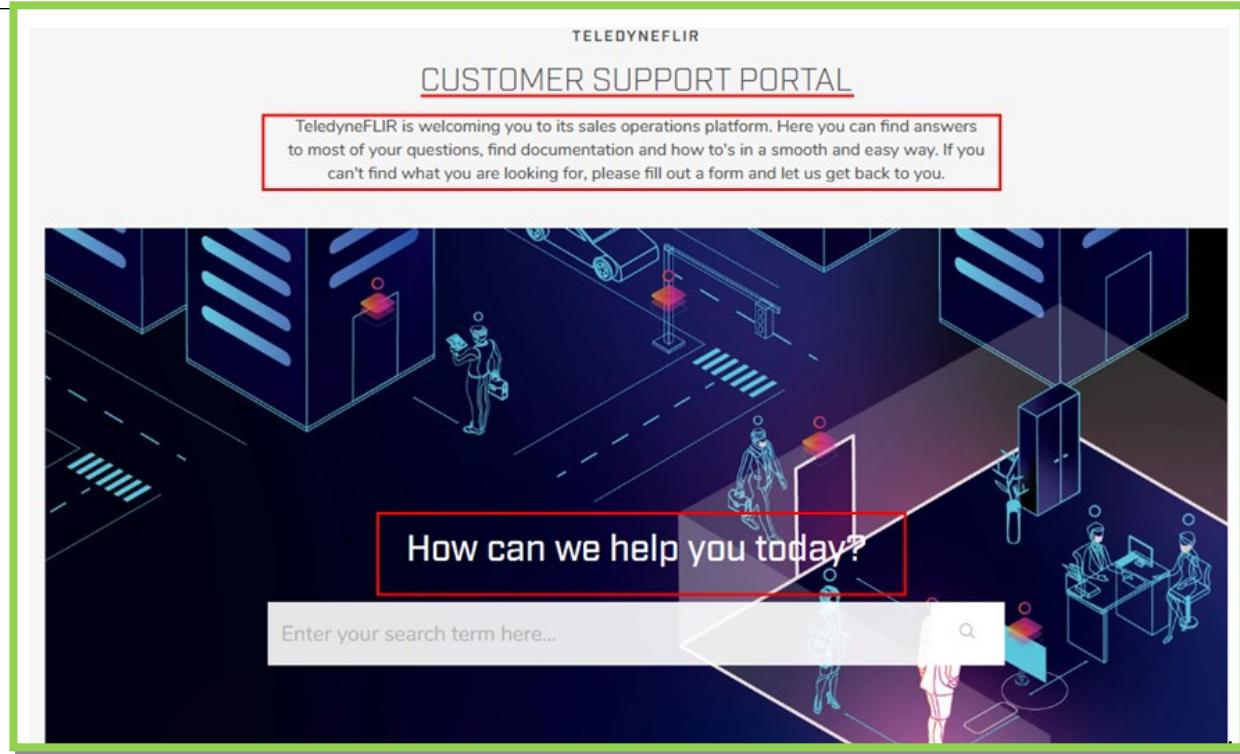
Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

The FLIR expert service team provides quality warranty and non-warranty repair. Find your local service representative.

Contact Test & Measurement Support

Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](http://Support : GSO Customer support central (flir.com))

Submit a ticket

Requester *

Subject

Topic *

Sales org *

Customer number *

Hub Source *

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Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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(c) determining, in a combinatorial optimization, an optimum target for each communication based on the communication classification, and target characteristics.	<p>The Teledyne FLIR Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a combinatorial optimization comparing at least three potential targets.</p> <p>For example, Teledyne FLIR Customer Service analyses the caller selection to determine one or more skills that a product expert or agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system determines the potential agent based on the communication classification and performs automated calls using Teledyne CARIS Customer Services (i.e., a combinatorial optimization).</p>

FLIR Service & Support

Technical Support

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FLIR Knowledgebase (FAQ)

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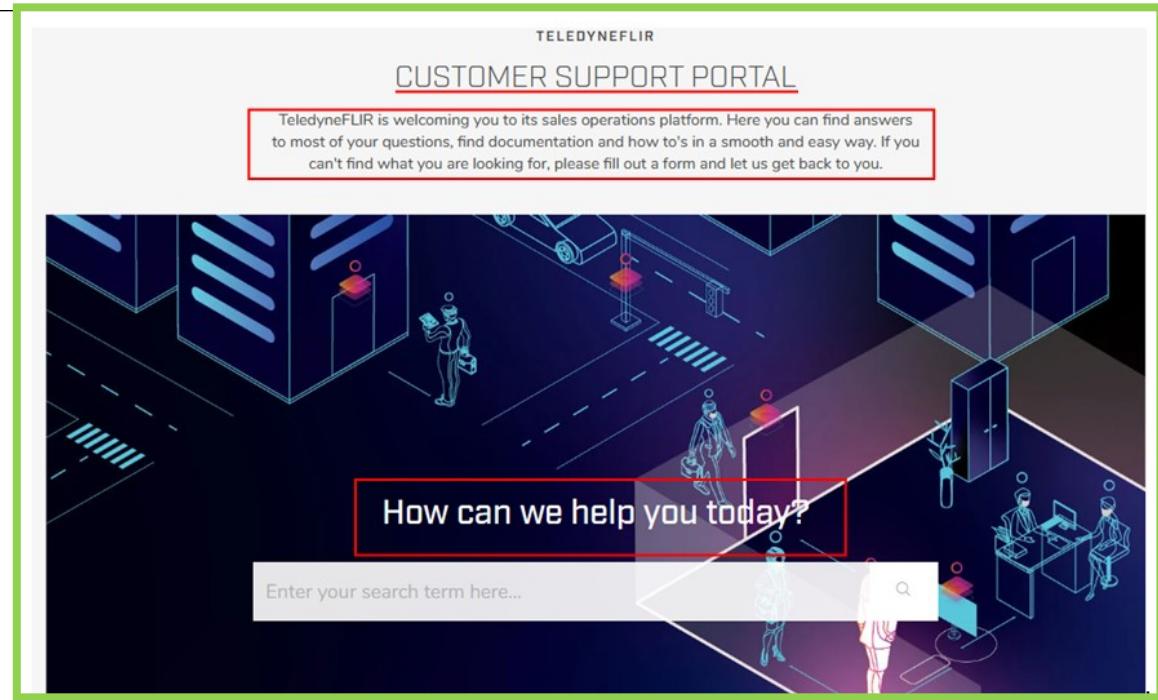
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The FLIR expert service team provides quality warranty and non-warranty repair. [Find your local service representative.](#)

Contact Test & Measurement Support

Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](http://Support : GSO Customer support central (flir.com))

Submit a ticket

Requester *

Subject

Topic *

Sales org *

Customer number *

Hub Source *

Description *

+ Attach a file

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Privacy - Terms

SUBMIT **CANCEL**

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

Objective

Teledyne CARIS Customer Services defined its mandate, to respond to a customer's technical enquiries online, by e-mail or telephone by no later than the next Teledyne CARIS business day. In order to ease access for our customers to log and review technical enquiries, Teledyne CARIS maintains an online Service Desk, providing the customer with the ability to:

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Source: [service desk tutorial | Teledyne Geospatial \(teledyneCARIS.com\)](http://service.desk.tutorial | Teledyne Geospatial (teledyneCARIS.com))

Product lines supported over the phone

FLIR ONE, dial **Option 1**

- Camera for mobile devices

Thermography reporting software, dial **Option 2**

- FLIR Thermal Studio

Test & Measurement Instruments, dial **Option 3**

- EXTECH branded meters
- FLIR meters such as TG-Series, DM-Series and others

For Infrared thermography products, dial **Option 4** and select the next options according to your product:

- For Thermal Handheld cameras such as FLIR Cx, Ex, Exx and Txxx series, please dial **Option 1**
- For Thermal Automation and Science cameras, such as AX8, A400, A6701 and X6901sc please dial **Option 2**
- For Thermal Monoculars such as FLIR Scion, and FLIR Scout, please dial **Option 3**
- For Thermal cameras for UAS or drones such as FLIR Duo, FLIR Vue, please dial **Option 4**

For Integrated Solutions products, dial **Option 5** (Please see [Integrated Solutions FAQ](#) for direct phone lines)

- Thermal Security products, such as Elara, Triton, Saros
- Software and hardware related to Enterprise security, such as Latitude, Meridian, Quasar, Ariel series
- Software and hardware related to Traffic System, such as Flux, Acyclica, TrafIBot, TrafISense, TrafICam

For Thermal Maritime and Raymarine such as M232, M300C, M364C, M400 Please see the [Thermal Maritime FAQ](#) for how to contact us

Can't find your FLIR product listed above?

No problem, our technical support specialists can take down what you need and have the appropriate product specialist contact you.

Or, you can [Ask a Question](#) selecting your FLIR product, so that the ticket is routed to one of our product experts.

Source: [Tech Support Phone Lines \(custhelp.com\)](http://Tech Support Phone Lines (custhelp.com))